

## Policy Implementation of One Door Integrated Service in Kendari City

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### **Abstract**

The focus of the study discusses the implementation of a one-door integrated service policy about business permit service/SITU in Kendari City, Southeast Sulawesi Province. The purpose of this research is to find out and analyze the implementation of one-door integrated service policy in Kendari City. The concept used is the theory of policy implementation presented by George Edwards III that the dimensions of policy implementation are: 1) communication, 2) resources, 3) disposition, and 4) bureaucratic structure. The method used is descriptive qualitative with an inductive approach. The model is used in analyzing data through data reduction, data presentation, and drawing conclusions. Based on the results of research that the Office of Investment and Integrated Services of the One Door of the City of Kendari in the implementation of the One Door Integrated Services Policy can be categorized as not good yet. This can be seen from the four dimensions of research, there are 3 (three) dimensions that are not good, namely the dimensions of Communication, Disposition, & Bureaucratic Structure.

**Keywords:** Implementation, Policy, Public Services, One Door Integrated Services

## Introduction

Public service is a primary role that carried by the government in realizing prosperity as well as the indicator of good governance. Therefore, a performance of the bureaucracy is one of the most important parts in order to enhance the quality of public service activity.

In the year 2018 the Ombudsman of the Republic of Indonesia (RI) Representatives of Southeast Sulawesi, explained about the standard of service the public in accordance mandate of the Law of Republic of Indonesia Number 25 Year 2009 About the Service Public, as well as the picture of the general related implementation activities of assessment of compliance in units of service the public. Activity is followed by 12 Organizational Tool Area (WTO) Government of Kendari, including the Office of Investment of Capital and Services Integrated One Door Kendari City which organizes the service public. For Assessment of Compliance Standards Service Public 2018, the Government of Kendari only get the value of 47.80% or

located in the zone of compliance low ( red ). Then Plt . Mayor re- affirmed commitment of the Government of Kendari in improving the quality of service of the public in the city of Kendari and will conduct visits to all OPD to evaluate the availability of the standard of service the public in accordance with the exposure that has been submitted by the Ombudsman (Submission of the Ombudsman of the Republic of Indonesia (RI) Representative of Southeast Sulawesi:2018).

Based on the description in the above , the authors are interested to lift the title " Policy Implementation of Integrated One Door Service in Kendari province of Southeast Sulawesi (Study Case of Business Permit Services /SITU in the Department of Investment of Capital and Services Integrated Single Door)" . In the activities of the research is the author formulates the problem as follows: How do implementation of policy service integrated a door in Kendari province of Southeast Sulawesi?. The purpose of this study is to know and analyze the implementation of the policy of the

service integrated one door in Kendari province of Southeast Sulawesi.

Previous research on policy implementation has been carried out. Here are some previous studies that the author summarizes and serves to see the extent of the novelty of this research. The first study was conducted by Fatah Hidayat, Sutomo and Bagus Sigut Sunarko who examined the implementation of a one-stop integrated service (PTSP): delegation of half-hearted authority (a study of PTSP implementation in the Banyuwangi Regency Integrated Licensing Services Agency) in 2016. The research focused on questions research why a strong intention to create a conducive business climate in Banyuwangi Regency has not yet been successful. Using a descriptive qualitative research model, the research produced findings that in an effort to achieve the One Door Integrated Services policy objective, the establishment of institutions responsible for organizing was an important first step. Furthermore, the success of the policy objectives will depend very much on the regent's commitment in delegating the

authority he has to the implementing institution.

Other research related to policy implementation was carried out by Rian Supriadin, Syamsul Alam and La Ode Muhammad Elwan with the title Implementation of the Regulation of the Mayor of Kendari Number 13 Year 2008 Regarding the Arrangement of Street Vendors in Kendari City. The research uses qualitative research methods and uses the concept of policy implementation from Charles O. Jones and Edward III. The results of the study indicate that in the implementation of the Kendari Mayor Regulation Number 13 of 2008 concerning the arrangement of Street Vendors in Mandonga District conducted by related agencies namely the Office of Commerce, Cooperatives and SMEs of Kendari City, the Kendari City Civil Service Police Unit and the respective Sub-District Heads The city of Kendari can be said to have not been maximized because it is not yet precisely the goals, aims and objectives of the policy regulated in Kendari Mayor Regulation No.

13 of 2008 concerning the Arrangement of Street Vendors, which results in the street vendors doing their activities not in their place according to the direction of the Kendari City Government.

Subsequent research on the Implementation of Building Permit Policy at the Department of Housing, Settlement and Land Areas of Kendari City was conducted by Niluh Putu Rita P.S, Wempy Banga and Suriyani BB. The purpose of the study was to describe and analyze the implementation of building construction permits in the housing office, residential area and land of Kendari City. The research is a qualitative descriptive study. The research resulted in the finding that the implementation of Building Construction Permits in Kendari City's Housing, Settlements and Land was included in the sufficient category. Variable policy implementation which includes organizational aspects, interpretation aspects and application aspects have been done adequately.

Based on the previous research, the researcher concludes that this research is a

research that has novelty from the aspect of research focus and research locus. The focus of this research is to discuss the implementation of a one-stop integrated service policy in the city of Kendari, especially in relation to business permit services (SITU). The locus of this research is at the Planting Service. Capital and One Door Integrated Service in Kendari City. In addition, this study uses the concept of policy implementation proposed by Edward III that the success of public policy implementation basically depends on 4 (four) main factors that influence each other in the process of implementing a public policy. The four main factors in the implementation of public policy are: 1. Communication factors, 2. Resource factors, 3. Tendency factors and 4. Bureaucratic structure factors.

Implementation comes from the English language "To Implement" which means to do something. According to Anggara (2014: 232) "Implementation is an activity or business carried out by implementing the policy in the hope that it

will obtain an outcome that is in accordance with the goals or objectives of a policy".

According to Syaukani et al (2004: 295) that:

"Implementation is a series of activities in the context of delivering the policy to the public so that the policy can bring the expected results. The series of activities include, Firstly, the preparation of a set of advanced regulations which are interpretations of the policy. Second, preparing resources to drive implementation activities including facilities and infrastructure, financial resources and of course determining who is responsible for carrying out these policies. Third, how to deliver policies concretely to the community."

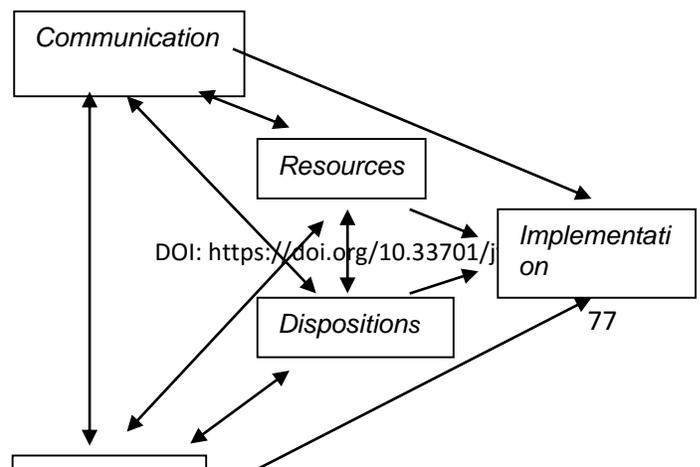
Based on this view, it is known that the actual policy implementation process does not only involve the behavior of the administrative body responsible for implementing the program and leads to adherence to the target group but also concerns the network of political, economic and social forces that can directly or indirectly influence the behavior of all parties that involved to set direction so that public policy objectives can be realized as a result of government activities. So as to understand what actually happened after a

program was declared valid or formulated and became the focus of policy implementation, namely the events or activities that exist or after the state policy guidelines have been enacted, which includes both efforts to administer or to make a real impact or impact on the community or an event .

According to Anderson in Purwanto and Sulistiyatuti (2012: 22), "Implementation is defined as legal management by mobilizing all available resources so that the policy can be achieved or realize its objectives". Meanwhile, according to Purwanto and Sulistyastuti (2012:11), explains in the process of implementation , not only involve one element such as the quality of policy , but there are also elements of other, namely the capacity of the organization , and the ability of the source of the power of man.

**Image 1.**

Edward III Policy Implementation Model



Source: Edward III in (Nurrahman, 2012).

In more detail, the model of policy implementation is described as follows:

#### *Communication*

In the aspect of communication, there are 3 (three) important points, namely transmission, clarity and consistency. Transmission characterized by the occurrence of the distribution policy of the officials who will be conducting the policy it. While clarity is defined on policies that need to be organized in accordance with the objectives that have been agreed upon. Finally, from the aspect of consistency also considered important in the communication process so, that policy implementers are not confused.

#### *Resource*

Resources are one of the important aspects in supporting the effectiveness of a policy. The Resource is composed on : resource human and resources financial. In

addition, resources also pertain to the quantity and quality of staff, information, authority and facilities.

#### *Disposition*

More advanced with respect to the disposition, there are 2 (two) aspect is important, namely the appointment of bureaucrats and intensive were given. Both aspects are also related to the attitudes and commitments of policy implementers.

#### *Bureaucratic structure*

In the aspect of the structure of the bureaucracy, there is a basic essential that the management of a policy needs to be poured mechanism works, namely in the form of Standard Operating Procedures (SOP).

Understanding the policy cited by Jones (1996: 47) in the view of Prof. Heinz Eulau and Kenneth Prewitt is: "a standing decision characterized by behavior consistency and repetiveness on the part of both those who make it and those who abide by it". According to Jones, that policy is a permanent decision characterized by consistency and repetiveness of the behavior of those who make and from those

who comply with the decision. Even if the definition raises several questions or problems to assess some questions or problems to assess how long a decision can last or what forms the consistency and repetition of the intended behavior and who which actually does the number of policy makers and policy makers, however this definition has introduced several

No	Data Source	Amount
1.	Head of departement	1
2.	Service Secretary	1
3.	Head of Sub Division of General and Staffing	1
4.	Head of Sub Division of Planning and Reporting	1
5.	Head of Section of Investment Services	1
6.	Employee/Service Officer	2
7.	Public/Applicant	6
Total Number of Informants		13

components of public policy.

Based on the statement above, the definition of implementation in this study is the implementation of decisions, policies or rules that have been made by the local government which is a continuation of the

law that has been determined by the central government. The theory used by researchers is the theory of George C. Edward III.

### Research Methods

Researchers used qualitative research methods with inductive descriptive approach. Sugiyono (2017: 2) argues that:

“Qualitative research methods are research methods used to examine natural object conditions, (as opposed to experiments) where researchers are key instruments, data collection techniques are carried out by triangulation (combined) data analysis is inductive and qualitative research emphasizes more on the meaning of the generalization.”

In addition to doing interviews to 13 informants, researchers also conduct observations at the locus of research and open the document as supporting studies. The informant research can be seen in Table 1 at the bottom of this:

**Table 1.** List of Informants

Source: Processed by Researchers, 2018

In this study, researchers will use the data analysis technique of Miles and Huberman's model in Sugiyono (2017: 246-252) arguing that, "activities in qualitative data analysis are carried out interactively

and continue continuously until completion, so that the data is already saturated". The activities in the analysis of data according to Miles and Huberman in Sugiyono (2017: 247) Miles and Huberman in Sugiyono (2017: 247), namely: Data reduction, data presentation and drawing conclusions.

**Results and Discussion**

*Implementing One Door Integrated Services Policy In Kendari City*

In order to understand how does the implementation of one door integrated service policy in Kendari City as well as its obstacles, the authors refer to the theory of George C. Edward III (Nurrahman, 2012) with 4 (four) appropriate variable factors with the concept of implementation, namely: (1) Communication, (2) Resources, (3) Disposition, and (4) Bureaucratic Structure.

*Communication*

Edward III describes the communication becomes one of the rejected measure in determining the success or not of interest the implementation of a policy. In terms of this, the communication divide implementing policies about what just what will be done and the knowledge of what that will be delivered. With regard such, it is the manufacturer's decision to run effective One of the efforts of implementing policies integrated one-door service in Kendari can be seen from the Value Index Satisfaction Society (IKM) Year 2018 Department of Investment of Capital and Services Integrated One Door Kendari. More clearly can be seen in table 2 as follows:

**Table 2**  
The Value of the Community Satisfaction Index (IKM) in 2018

1	2	3	4	5	6	7
Element (Indicators) Services	Average Value Per Elements	NRR Weighed	IKM per Elements	Quality Value	Criteria	
1. Requirements	3.54	0.39	88,564	A	very good	
2. Systems, Mechanisms, and Procedures	3.55	0.39	88,801	A	very good	
3. Settlement Time	3.38	0.37	84,384	B	well	
4. Tariff Fee	3.37	0.37	84,227	B	well	

5.	Product Specifications Service Type	3.38	0.38	84,542	B	well
6.	Implementing Competencies	3.32	0.37	82,886	B	well
7.	Implementing Behavior	3.47	0,39	86,829	B	well
8.	Handling Complaints of Suggestions and Feedback	3.37	0,37	84,227	B	well
9.	Facilities and Infrastructure	3.51	0,39	87,855	B	well
Weighted Total NRR IKM				3.43		
Total Value IKM				85,73	B	well

Source: DPM & PTSP IKM Value in Kendari City, 2018

The communication made by the Office of Investment and One-Door Integrated Services to the public related to the processing of licensing letters in this case Business Permit Service (SITU) is by way of socializing to the public or can also open the website <http://ptsp.kendarikota.go.id/> and has also been posted on the front entrance of the procedure for how to make Business Place Permit in every corner of the One-City Investment and Integrated Services Office of Kendari City so that the public knows how to make SITU. This was supported by interviews with the Head of the Kendari City Investment and Integrated Services Office in One Door, Mrs. Sri Yusnita, ST. MM on Monday, January 21, 2019 at the Investment Office and PTSP which stated that:

"The communication established by the investment service and one-stop

integrated service to the community is good because the community is active in knowing how to make permits so that we as a party directly related to the community must be able to provide the best service so that people feel satisfied with the services provided. so as to create mutual benefits between the community and DPM & PTSP".

Based on the interview above.

Researchers concluded that the communication made between the Office of Investment and Integrated Services of the One Door of Kendari City and the community was already good because of the active role of the community itself to make a permit letter at the Office of Investment and Integrated Services of the One Door of Kendari City.

Transmission at essentially intended for programs that have been created by the government can be delivered and accepted by all parties, namely the executive, the

group targets and the other associated with a program. In connection with the implementation of manufacture Letter Permit Place of Business then the researchers did an interview with the Secretary of the Department of Investment Capital and Services Integrated Single Door Kendari namely Mrs. Rida Wahyu Nappu, SE. M.Si on the day Friday, 18 January 2019 at the Department of Investment Capital and Services Integrated Single Door Kendari to say that:

"People with many needs will be the importance of making Letters Permit Place of Business, will but with the number of people who will make a note of licensing and the number of employees that there is lack of sufficient so that the services are given are not in accordance with the SOP, as a result of service to the community a little hampered because the number of applicants is not comparable with the number of employees".

Based on the statement at the top of the transmission in the manufacture of consent where efforts by the Department of Investment Capital and Services Integrated Single Door Kendari city can be seen not run with both, namely by implementing

Standards the Operations Procedure (SOP) which apply under Rule Mayor of Kendari Number 15 Year 2018 On Establishment of Standards services public In the Department of Investment Capital and services Integrated Single door Kendari, so it is expected the public have awareness will be the importance of ownership Letter of Permit place of Business.

Clarity of information requires that the program made be conveyed to the implementer, the target program and other interested parties clearly. Thus, all elements of the policy can understand what are the aims, objectives and objectives of the program. Follow-up after knowledge and understanding is gained, the policy element can prepare what is considered important for the success of the program.

Based on interview with Ms. Riza Wahyu Nappu, SE. M.Si on Friday, January 18, 2019 as secretary of the One-Stop Investment and Integrated Services Office of the City of Kendari said that:

"The clarity of information related to making business place licenses has not been good due to the appeal and

socialisations, which have not been maximized so that public awareness is still lacking because they consider the permit to place a business is not too important for them".

Based on the results of interviews were conducted with the informant at the top of the Government not provide socialization importance of making Letter of Permit Place of Business, is still little people who know but they still consider the letter Permit Place of Business was not too important to them like that applicants submit that the Saiful on the day Friday, 18 January 2019 at the Department of Investment Capital and Services Integrated Single door Kendari time will do the manufacturing Letter Permit place of Business he said that

"First I was not willing to make a Letter of Permit place of Business will but how important letter permit it to venture me so I want to make letter of Permit place of Business in the Department of Investment of Capital and Services Integrated One door Kendari."

In the aspect of consistency, the most important thing is to ensure that policy implementers are not confused when implementing policies. Because it is, orders

are delivered in the process of communication can be consistent or not changeable. Consistency communication in granting permissions Place of Business is quite good in every form of implementation of activities because in any activities that do have first advance made an agreement together on my apple morning or meeting which is conducted by an employee who is led by the head office regarding the activities that will be carried out so that the public is more active to take care of his Business Place Permit.

Researchers conducted interviews with the Secretary of the Office of Investment and Integrated Services One Door Mrs. Ridha Wahyuni Nappu, SE. M.Sc on Monday, January 21, 2019 at the Office of Investment and PTSP of Kendari City, said that:

"Before providing permit services for our place of business, we always compile a program where the program must run well in accordance with the applicable SOPs that are delivered through meetings and during morning mornings with employees at the One-Stop Investment and Integrated Services

Office of Kendari City for the implementation of the program. so that it goes well ".

Based on the interview above, each form of service that is available at the Office of Investment and Integrated Services of One Door in Kendari City, there is a program where the program can provide benefits to the people who will make a Business Place Permit and can support the implementation of the program so that it can run with well.

#### *Resources*

Borrowing understanding that submitted by Edward in Agustino (2017: 136), the emphasis principal in the resource is the resource of human (staff). One of the indicators of a policy is not successfully implemented is because of the staff who lack adequate and / or are not competent in their field . His assertion is not seen from the quantity of staff in a number of the lot , but needs to be seen also the expertise and ability of the staff are.

Delivered by the Head of the One-Stop Integrated Investment and Service Office of Kendari City, Mrs. Sri Yusnita, ST. MM on Monday, January 21, 2019 at the Office of Investment and PTSP of Kendari

City stating that: "The number of personnel and staff is still lacking so that it is not optimal in assisting and supporting each task and service delivery, with the fullest number of employee apparatus being able to provide services who are primed so that people feel satisfied that they have been served. "

In interviews over the Department of Investment and One Door Integrated Services City kendari with the support apparatus existing employees, less help in the implementation of services terhadap people who will make the license business place so that services more quickly, easily and transparently.

Resource information is composed on the information that relates directly on how the implementation of policies and information on the data compliance of implementing policies related to regulation of government are available. Information regarding the provision of License Points Enterprises through regulation Mayor of Kendari Number 15 Year 2018 On Establishment of Standards Service Public At the Department of Investment Capital and

Services Integrated Single Door Kendari is a manual execution as well as the information that is obtained through monitoring evaluation and reporting and accountability. In the case of this reporting and accountability regarding the granting permissions Place of Business as well as how the decision of the people to make the letter Permit Place of Business as well as provide how the process of manufacture.

It is also justified by Ms. Sitti Bae, S. Sos, M.Si as Head of Services Investment Capital in the interview were conducted on the day Wednesday, 16 January 2019 at the Department of Investment Capital and Services Integrated Single Door Kendari who said that : " The authorities in Department of Investment Capital and Services Integrated One door has been delivering information related to the procedure of making Letter of Permit place of Business as that already contained in Regulation Region " .

Based on the results of interviews over the Department of Investment of Capital and Services Integrated Single Door Kendari city has been trying to provide

information to the public by way of opening the web site Office of Investment of Capital and Services Integrated One Door Kendari, or can directly come to the Office of Investment of Capital and Services Integrated Single Door City Kendari so it can see and inquire directly to the employee who is no Office of Investment of Capital and Services Integrated One door Kendari.

In general , the nature of authority is formal so that orders can be implemented . In connection with the implementation of the Permit Place of Business Results interview with the Head of the Department of Investment of Capital and Services Integrated One Door Mrs. Sri Yusnita , ST. MM on the day Monday , 21 January 2019 at the Department of Investment Capital and PTSP Kendari who said that:

"Every employee that exist in the Department of Investment Capital and PTSP Kendari, has no authority and duties of each so much easier to carry out activities of the service that given to the public , like me as the head of the agency has the authority to regulate and direct subordinates so much better in giving service and have the responsibility towards the employees and the public who will

perform the manufacturing Letter Permit place of Business ".

Based on the results of interviews at the top of the Head of Department has the authority most great against the employees who are in the Department of Investment of Capital and Services Integrated One Door Kendari, to be able to carry out the task as well as parts of its respective thus can be held responsible on duty each in order to provide services to people with good.

In addition to the three resources in the above , resource f asilitas also be aspects important an implementation of the policy . Although the executive has a staff that is adequate . Competent in doing their job , but do not have the facilities and infrastructures, an implementation can not be successful .

In connection with the implementation of manufacture Letter Permit Place of Business then the authors do an interview with Kapala sub- section General and Personnel Department of Investment Capital and Services Integrated Single Door City Kendri namely Mr. Djamal Saleh, SE. On the day of Friday , 18 January 2019 at the Department of Investment

Capital and Services Integrated One Door , says that:

"Facilities are contained in the Department of Investment Capital and Services Integrated Single Door Kendari city is actually already support the activities of the service AIS in room service, but sometimes there are problems technical and system disturbances on computers that hinder the work of employees who serve ".

Based on the results of the interview above added by the statement of Plt . Southeast Sulawesi Representative Ombusmen Ahmad Rustan at the evaluation and assistance meeting on compliance evaluation in the Kendari City Government environment by the Southeast Sulawesi Representative Ombudsmen to Acting Mayor of Kendari Sulkarnain in Space Pola, Office of the Mayor of Kendari, Thursday 12 April, 2018 said that:

"The facility into problems that exist even though the Department of Investment of Capital and Services Integrated One Door Kendari is a service that is newly built will but the facilities are there yet to support against implementation of services to the community ".

It should be the concern of the government of Kendari to be able to do

housekeeping facilities to offices just that there are in the neighborhood of Kendari.

#### *Disposition*

Quoting Edward, Agustino (2017: 136) describes the disposition (attitude of implementing the policy) is an aspect important more so as an implementation of the established effective. The important thing and needs to be considered in implementing a policy is the appointment of bureaucrats and incentives. In connection with the implementation of Business Place Permit, the Head of the Investment and Integrated Services Office of One Door, Sri Yusnita, ST. MM on Monday, January 21, 2019 at the Office of Investment and PTSP of Kendari City who said that:

"I, as the head of the Kendari City Investment and PTSP Office, was demanded to be able to have the ability to carry out public service activities in the Investment City and PTSP Office of the City of Kendari by utilizing the existing employee apparatus in carrying out their respective duties and also providing incentives to employees so that can further improve the quality of its work to the people who carry out the activity of making a Business Place Permit".

In interviews over the role of head of the Department of Investment and PTSP Kendari, greatly affect the success of the task of the personnel employee who is to be able to give maximum services to the people who will make the location permit.

In the aspect of appointment, bureaucrats are marked by appointment and appointment of staff. In case such, needs to pay attention to the ability, capability and competence of the staff are. Based on the results of interviews with the Head of Planning and Reporting Department of Investment Capital and Services Integrated Single Door Kendari namely Mrs. Sri Irawati Rachman, S. Sos in the day Thursday, 17 January 2019 said that:

"Any employee or apparatus that exist in the Department of Investment Capital and Services Integrated Single Door Kendari has a duty of each there is the section of the technical and there is also a part of the service of each section of the need to coordinate so as to create a service that is good for every applicant who will make mail permissions for instance letter in place of business."

Based on the results of the interview above, the writer concludes that in appointing bureaucracy must pay attention

to the duties of each employee so that in carrying out their duties both administration or service can provide the best for the community who will make a Licensing Letter at the Investment Office and One Door Integrated Service of Kendari City.

Incentives become one of the ways to resolve the problem. One of them by doing the manipulation of incentives, adds to the cost or benefit certain that the command can be run with either by implementing the policy. The aim is the fulfillment of personal and organizational interests. Head of the Department of Investment of Capital and Services Integrated One Door Capital City of Kendari Sri Yusnita, ST. MM on the day Monday, 21 January 2019 at the Department of Investment Capital and PTSP Kendari stated that:

"As a way to improve quality employees it needs to be increased incentives of the employees so as to provide the quality of work that the maximum would be but still there of employees who have not been able to use the incentives are the good so that there are members of Aceh who become brokers for the applicant who will make the

letter permitting the way assured the applicant that his letter would be quickly serviced and quickly obtained a letter that".

Based on the results of the interview the researchers concluded that from the incentives given to employees were still considered to be insufficient so that there were still some employees who became scalpers for applicants who were going to make licensing letters. And One Door Services Integrated City of Kendari.

#### *Bureaucratic Structure*

SOP is considered important in the bureaucratic structure because it consists of procedures or activity points that are planned to be implemented. Implementing held a policy in accordance with the standards that have made it so that services to the public also becomes clear and easy.

The results of an interview with the Head of the Head of the General Section and Staffing of the Office of Investment and Integrated Services One Door Kendari City, Mr. Djamal Saleh, SE on Thursday, January 17, 2019 who said that: "most employees already understand their respective tasks and functions but have not been able to run

the task is in accordance with the applicable SOP in the Office of Investment and Integrated Services of One Door Kendari City in providing services to the community ".

Based on the results of interviews on the above , concluded that in each every employee that exist in the Department of Investment of Capital and Services Integrated One door has main task and function each exist on its part and take responsibility over his duties .

Preparation of standard services first advance has made the identification of the standard of service that has been there before . The standard of service that there be one of the reference principal in preparing the standard of service the next , where the standard of service are known factors that have been organized by both and the problems that occur in the application of the standard of care that besides it in the preparation of the standard of service , involving the participation of the community and parties- related parties .

Department of Investment Capital and Services Integrated Single Door Kendari

has officially inaugurated the app permissions ' Sicantik Cloud' as a service - based online, on the Friday 7 December 2018. The application is an abbreviation of application of intelligent services licensing integrated to the public in the form of System Cloud that can be used by agencies of government are free and an application system web integrated with Online Single Submission (OSS) for the agreement sought or services other were conducted at the Department of Investment Capital and integrated Single door service Kendari. Head of the Department of Investment Capital and Services Integrated Single Door Kendari Mrs. Sri Yusnita , ST, MM. said that : " We are taking applications Sicantik started 3 December yesterday and today is we are launching in order to in the future will be disseminated to the entire community town kendari ".

Besides that the maintenance of a letter permit where businesses are already using the application OSS that can facilitate people to carry out the registration point of the permission they were then to get a letter

physique must conduct face-to-face with an employee at the Department of Investment Capital and Services Integrated One of Kendari well as provide an understanding of the system the way uploading documents .

The results of interviews with researchers who will make a Business Place Permit Letter at the Office of Investment and Integrated Services One Door Kendari City, Mr. Ahmad Munif on Wednesday, January 16, 2019, where Mr Ahmad said, said:

"I do not have a Business Place Permit, so I I came here to take care of the previous letter. I have prepared the requirements so that all I have to do here is just deposit the file and then according to the SOP in force in this place, I was told to wait for up to 2 days for a business permit."

Based on the observations of researchers in the Office of Investment and Integrated Services of One Door Kendari City, it can be seen that there are indeed people who do not yet have a Business Place Permit so that the prevailing regional regulations are still not going well.

### **Conclusion**

Referring to the description in the above, it is deduced as follows:

Implementation of policies on the location permit at the Department of Investment and One Door Integrated Services of Kendari can be categorized not good. This can be seen from the four dimensions of research, there are 3 (three) dimensions that are not good namely the dimensions of Communication, Disposition, & Bureaucratic Structure.

Because the implementation of the one-stop integrated service policy in Kendari City of Southeast Sulawesi Province is not good in 3 (three) dimensions of the research, the researcher recommends the Office of Investment and One-Stop Integrated Services of Kendari City to be able to in order to improve the dimension of Communication where communication is crucial to the success of achieving the objectives of the implementation of public policies in the Office of Investment and One Door Services of the City of Kendari. Secondly, to increase the dimension of Human Resources in the Office of Investment and Integrated Services of the One Door of Kendari City by adding the necessary staff in service to the community. Next to increase the dimensions of the

Disposition or attitude of the implementer so that the implementation of a policy can be implemented well. And the last to improve the dimensions of the Bureaucratic Structure by implementing the existing SOPs in the Office of Investment and Integrated Services of the One Door of Kendari City properly.

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